

Overview of Monthly Activity

The Bureau received 92 (48 were received electronically) complaints during the month of January 2015.

105 (56 electronic) complaints were closed

2 required more information to proceed with an investigation

3 were closed due to lack of Bureau jurisdiction

33 were dismissed for no violation

7 were referred back to the DOC

51 complaints were investigated

1 assists was given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)

4 (3 electronic) complaints were substantiated (see below)

46 were unsubstantiated due to no violation of policy and/or procedure existing

2 complaints remain open (1 from December; and 1 from January)

The Bureau also corresponded with another 135 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. New Castle Correctional Facility

Complaint Type	Classification – other than disciplinary
Complaint Summary	The offender claimed that his outdate had been configured wrongly.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Randy Short, Supervisor of Adult Offender Placement
Outcome	Upon review, his outdate was updated and sentences in OIS (“Offender Information System”) were updated to reflect the Abstract of Judgment.

Follow-up No follow-up necessary as the offender information has been updated.

2. New Castle Correctional Facility

Complaint Type Medical

Complaint Summary The offender complained of wanting further treatment for an itchy rash that he's been complaining about to medical for over six months.

Basis for Claim Healthcare Services Directive 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director

Outcome The facility reviewed the matter and determined that a new plan for treatment of rashes would be implemented.

Follow-up Follow-up in 30 days to ensure offender is experiencing relief from the rash due to receiving further care.

3. Plainfield Correctional Facility

Complaint Type Clothing

Complaint Summary Offender complains that he is a transgender male with breasts, thus he should be issued a bra, just as women who have breasts.

Basis for Claim Offender Grooming, Clothing, and Hygiene 02-01-104

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was issued two bras in accordance with policy.

Follow-up No follow-up is necessary as the offender has received the bras.

4. Putnamville Correctional Facility

Complaint Type Classification - codes

Complaint Summary	The offender complains that his Mental Health classification code was changed from a "C" to an "A". He has been trying to get it changed, but Classification says it has not been changed and Mental Health says it has been updated, but it has not. If it is not corrected, it will affect his upcoming review.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	Upon review, the facility doctor had updated the Mental Health Code with medical, but the information had not been relayed to Classification. The information was sent to Classification and the code was updated.
Follow-up	No follow-up is necessary as the code has been updated.

Assists**1. Heritage Trail Correctional Facility**

Complaint Type	Classification – time cut
Complaint Summary	The offender complained that he completed his GED in the County Jail, but has not been awarded the time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted John Nally, Director of Education
Outcome	The offender was awarded the time cut for completion of his GED.
Follow-up	No follow-up necessary as the offender has received the time cut.

Follow-up from Previous Months**New Castle Correctional Facility - Mental Health**

Synopsis: Offender complained that voices were telling him to kill someone. Mental Health was providing him further medication and treatment.

30 – Day Review: Offender has been consistently taking his medication, is adjusting well, and has received further mental health treatment.